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**Federal Communications Commission**Common Carrier Bureau
Washington, D.C. 20554

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September 22, 1999

Ms. Gloria Y. Jackson
610 Suffolk Avenue
Capitol Heights, MD 20743

Dear Ms. Jackson:

Thank you for your correspondence concerning the cost of long-distance service. The Commission will consider your comments in its proceeding regarding the pricing of low-volume long-distance service.

In that proceeding, the Commission is assessing the impact of certain charges—such as monthly, minimum long-distance fees; universal service charges; and the presubscribed interexchange carrier charge (PICC)—on customers who make few, or no, interstate long-distance calls. The Commission is doing so as part of its efforts to ensure that all Americans benefit from a robust and competitive communications marketplace. We hope that this inquiry will help us better understand and manage the effect of these charges on consumers.

We will add your correspondence to the official record of this proceeding. It will take approximately two weeks for your correspondence to be added to the Commission's electronic database, but a hard copy will be available in the Commission's public reference room within a week. If you have Internet access, you can view the entire record on our web site at one of the following addresses:

<https://gulfoss.fcc.gov/cgi-bin/ws.exe/prod/ecfs/comsrch.hts>

<http://gulfoss.fcc.gov:8080/cgi-bin/ws.exe/prod/ecfs/comsrch.hts>

Once at one of these locations, enter the Common Carrier docket number, 99-249, in box number 1, labeled "Proceeding." Click on "Retrieve Document List" at the bottom of the page. A list of all the documents in the record will appear. You can click on any of the items to view that document.

Thank you again for your submission.

Sincerely,

A handwritten signature in dark ink, appearing to read "Lynne Milne".

Lynne Milne

610 Suffolk Avenue
Capitol Heights, MD 20743
August 4, 1999

Mr. Yog Varma
Deputy Chief
Common Carrier Bureau
Federal Communications Commission
1919 M Street, NW.
Washington, DC 20554

Jane
Yog
8-5-99

Dear Mr. Varma:

This letter is regarding an article in the Business Section of The Washington Post, Saturday, July 10, 1999. The article discussed your agency's plan to conduct an inquiry into the recently imposed long distance minimum fees by the American Telephone and Telegraph (AT&T) Company.

Thank you very much for conducting such an inquiry. I am a longtime customer of AT&T, and I **resent being penalized for not making many long distance calls.** AT&T stated in its notification to me that this fee was to **"...help recover the cost of providing basic service, which includes billing, account maintenance, and customer service. On average, this cost exceeds \$3.00 per month -- even if no calls are made."**

This justification is a joke. Bell Atlantic includes AT&T's mailings in their bills, "as a service," if AT&T was used. Besides, billing and account maintenance are probably one in the same and is contracted out. With the continuing advent of sophisticated computer systems, it seems to me that costs should be declining just as human resources have been at AT&T. Many times you can't even talk to a human being at AT&T. Indeed, about 99 percent of all customer service responses are recorded. Is this customer service?

Finally, AT&T increased its universal connectivity and carrier line charges during 1998. To make these increases acceptable, AT&T decreased portions of its basic rates on direct dialed, state-to-state weekend calls shortly afterwards. Then AT&T takes it back with the \$3.00 long distance minimum fees.

I would appreciate it if my comments were considered during this inquiry. Thank you very much.

Sincerely,

Gloria Y. Jackson
Gloria Y. Jackson

Dr. Y. Jackson
Suffolk Avenue
Beltsville Heights, MD 20743



Mr. Yog Varma
Deputy Chief
Common Carrier Bureau
Federal Communications Commission
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